

I am a Verizon DSL subscriber in Brooklyn NY. The plan I have is supposed to provide me with download speeds of 3000 kbits / second. The actual speed, between the hours of 6pm and 12 am, are much slower however. During the past two months, it has been getting slower and slower, as slow as less than 50 kbits / second --so slow that it can't be measured. This is a very widespread problem in Brooklyn / NYC and throughout the region. I have called the tech support people many times, and they cannot say when proper service will be restored. It does not appear that Verizon has a handle on this problem at all. Why do they continue to advertise for new customers when they cannot handle the customers that they now have?